

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

Docket No. 00-0176
ICC Office use Only

NET-tel Corporation)
)
Application for a certificate of)
local authority to operate as a)
facilities based carrier of)
telecommunications services in)
statewide in the State of Illinois)

ILLINOIS
COMMERCE COMMISSION
FEB 22 10 42 AM '00
CHIEF CLERK'S OFFICE

**APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER**

GENERAL

1. Applicant's Name (including **d/b/a**, if any) FEIN # 650556498

NET-tel Corporation
1023 31st Street NW
Washington DC, 20007
2. Authority Requested: (Mark all that apply) **X** 13-403 **X** 13-404 **X** 13-405
3. Request for waivers/variances: In applications for exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 or Part 735 are generally requested. In applications for interexchange service authority under Sections **13-403** and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting.

X Part 710 Part 735 **X** Section 735.180 Other
4. In what area of the state does the Applicant propose to provide service?

NET-tel proposes to provide facilities based local and **interexchange** service throughout the State of Illinois. Initial marketing efforts will be targeted at Ameritech locations **throughout** the state.
5. Please attach a sheet designating contact persons to work with Staff on the following:
 - a) Issues related to processing this application:

Ms. Andrea Pruitt, Regulatory Counsel
1023 31st Street NW
Washington DC, 20007
Telephone: (202) 295-6600
Facsimile: (202) 625-0078

5. Please attach a sheet designating contact persons to work with Staff on the following: (Cont'd.)

a) Issues related to processing this application: (cont'd.)

and

Thomas M. Forte
Consultant to NET-tel Corporation
Technologies Management, Inc.
2 10 Park Avenue North
Winter Park, Florida 32789
Telephone: (407) 740-8575
Facsimile: (407) 740-0613

b & c) consumer issues and customer complaint resolution

Ms. Andrea Pruitt, Regulatory Counsel
1023 31st Street NW
Washington DC, 20007
Telephone: (202) 295-6600
Facsimile: (202) 625-0078

d) technical and service quality issues

Alan Fitzpatrick
1023 31st Street NW
Washington DC, 20007
Telephone: (202) 295-6600
Facsimile: (202) 625-0078

e) "tariff" and pricing issues

Ms. Andrea Pruitt, Regulatory Counsel
1023 31st Street NW
Washington DC, 20007
Telephone: (202) 295-6600
Facsimile: (202) 625-0078

5. Please attach a sheet designating contact persons to work with Staff on the following: **(Cont'd.)**

f) 9-1-1 issues

Alan Fitzpatrick
1023 31st Street NW
Washington DC, 20007
Telephone: (202) 295-6600
Facsimile: (202) 625-0078

g) Security/law enforcement

Alan Fitzpatrick
1023 31st Street NW
Washington DC, 20007
Telephone: (202) 295-6600
Facsimile: (202) 625-0078

6. Please check type of organization?

<input type="checkbox"/>	Individual	<input checked="" type="checkbox"/> Corporation	
<input type="checkbox"/>	Partnership	Date Corporation was formed:	February 9, 1995
<input type="checkbox"/>	Other (Specify)	In what state?	Florida

7. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.

See Attachment I.

8. List jurisdictions in which Applicant is offering service(s).

Applicant provides interexchange toll services throughout the United States, excluding Alaska. The company also is certificated to provide local services in most states but has not yet started to provide these services.

9. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

 X Yes No

NET-tel was denied certification in 1998 in Maryland due to the Commission strict financial requirements. NET-tel has however recently been certificated in Maryland and is now allowed to provide local and interexchange services within Maryland.

10. Have there been any complaints against the Applicant in any other jurisdiction?

 Yes No

The company has had some informal complaints that they have handled to the satisfaction of the customers involved. The ~~company has~~ had no formal complaints levied against them in any of the jurisdictions in which they provide service.

11. Will the Applicant keep its books and records in Illinois? Y e s X N o

NET-tel seeks permission as anticipated in 83 Ill. Admin. Code, Part 250 to maintain its books and records outside the State of Illinois. NET-tel maintains its books and records at its national headquarters. Should it be necessary for the Illinois Commerce Commission to have access those books and records, NET-tel will facilitate that access at its own expense.

MANAGERIAL

12. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may ~~be in~~ either narrative form, resumes of key personnel, or a combination of these forms.

See Attachment II.

13. List **Officers** of Applicant.

See Attachment III.

14. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services?

 Yes X No

If YES, list entity.

15. How will Applicant bill for its service(s)?

NET-tel will utilize a combination of LEC billed or direct billing for its services, depending upon the needs of the Customer. Bills are disseminated in printed or electronic format.

16. How does Applicant propose to handle service, billing, and repair complaints?

NET-tel provides ~~comprehensive~~ customer service to its customers. Complaints may be reported by the customer via NET-tells toll free customer service number, which is (888) 263-8835 or (888) 2NET-tel. This number appears on the customer's bill. Customer service representatives are available to assist customers 24 hours a day, 7 days a week. NET-tells customer service representatives are prepared to respond to a broad range of service matters, including inquiries regarding: (1) the types of services offered by NET-tel and the rates associated with such services; (2) monthly billing statements; (3) problems or concerns pertaining to a customer's current service; and (4) general telecommunications matters.

17. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? X Yes No

18. What telephone number(s) would a customer use to contact your company?

(888) 263-8835 or (888) 2NET-tel

19. What are your procedures to prevent unauthorized "slamming" of customers?

NET-tel complies with the ~~presubscribed~~ interexchange carrier change rules as defined by the FCC. The company does not condone slamming and works to monitor its sales staff and processing departments to ensure that slamming issues do not occur.

20. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: **705, 710, 720, 725, 735, 755, 756, 757, 770 and 772?**

 X Y e s No (if no, please provide an explanation.)

21. Will the applicant sign and return membership forms to the Universal Telephone Assistance Corporation and the Illinois Telecommunications Access Corporation?

 X Yes No

FINANCIAL

22. Please attach evidence of applicant's financial fitness through the submission **of its** most current income statement and balance **sheet**, or other appropriate documentation of applicant's financial resources and ability to provide service.

See Attachment IV for Year End 1999 and Audited Year End 1998 Financial Statements.

TECHNICAL

23. Does Applicant utilize is own equipment and/or facilities? X Y e s X N o

If Yes, please list: NET-tel is installing a NORTEL DMS 500 within Illinois for local and interexchange purposes. The company also has a long term lease with Williams for the use of dark fiber throughout the United States, including specific fiber routes within Illinois.

In no, what facility provider(s) services does Applicant use?

NET-tel will purchase unbundled network elements from the incumbent LECs as well as other certificated local carriers for the provision of local services within Illinois.

- NET-tel is presently certificated to provide long distance interexchange service, Docket 96-0394 by Order issued on November 27, 1996, and resale local exchange service, Docket 98-0438. The company requests to add facilities based local exchange and interexchange long distance service with approval of this application.

- X Y e s No (if no, please provide an explanation.)

- Not Applicable. NET-tel does not propose to provide its own **payphone** service. Should NET-tel provide Pay Telephone Lines to Customer Owned Coin Operated (COPT) providers, the company will do everything in its power to make sure that the COPT phones adhere to these requirements.

VERIFICATION

This application shall be verified under oath.

OATH

state of Virginia)
)ss
County of Fairfax)

James K. Lee makes oath and says that he is Secretary & General Counsel
(Insert here the name of affiant) (Insert the official title of the affiant)

of Net-tel Corporation
(Insert here the exact legal title or name of the Applicant)

that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.

[Signature]
(Signature of affiant)

Subscribed and sworn to before me, a Notary Public/
(Title of person authorized to administer oaths)

in the State and County above named, this 31st day of January, 2000.

[Signature]
(Signature of person authorized to administer oath)